



Concessions Manager (1564)

FLSA Status: Exempt

Pay Grade: 18

Safety-Sensitive: No

Purpose

The purpose of this classification is to provide supervision and management of concessions operations for the Parks and Recreation Division. This position is responsible for staffing, sales, inventory, and financial operations of the concessions function, to include budgeting, recordkeeping, payroll, and related activities.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Supervises regular and temporary staff: plans, coordinates, assigns and reviews work of individuals and the team; evaluates training needs and provides instruction; schedules staff vacations and approves sick leave; recommends discipline, disciplinary actions, discharge and salary increases; prepares timesheets; interviews candidates; conducts employee performance evaluations; and establishes and promotes employee morale.

Oversees daily finances and reporting: assures all end of day financial reports are complete and accurate, all cash drawers are balanced, all safes are balanced, and all deposits are taken to the bank; conducts random spot checks of cash drawers; and submits all financial reports to manager.

Manages inventory: keeps accurate inventory logs; assures inventory numbers are reflected in point-of-sale software; generates and receives all orders; submits all billing invoices to manager; and monitors and manages inventory loss.

Maintains guest relations: communicates with customers about their experiences in the concession areas; receives feedback from customers; handles all customer complaints; and resolves any outstanding issues with customers.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required, with vocational or technical training in food services or a related field; supplemented by one year of experience in concessions operations or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with others to coordinate the more complex programs and more complex problems associated with the responsibilities of the job. Often represents the department and/or organization when dealing with others. Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Requires the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, taste, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, odors, wetness, humidity, rain, temperature and noise extremes, machinery, vibrations, or rude/irate individuals.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice. (Created July 2019)